

# ADOA Information Security Awareness Video

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## Text for training video three...

### Scenario Three: Thanks for Being So Careless

#### Scene One

*Bob is sitting at home at his desk with his computer on in front of him. Papers are scattered all over his desk. However, one stack of papers is prominent, that being employment rejections. He picks up the stack and sighs; and throws it down again.*

**Bob:** I can't believe I got rejected again! I really thought I'd get this job! I deserve that job more than anybody else! Well I'm going to get even with a Mr. Greg Brown (*as he picks up the rejection letter from Mr. Brown*). He'll be sorry he didn't hire me.

*Bob turns to his computer and brings up the agency web site from where he just got rejected.*

**Bob** (*talking to himself, out loud*): Oh, here's an on-line directory on the agency's web site. Oh, there's Greg Brown. Ah, a phone number, but no room number; let's see if I can get one. *Bob dials the phone number he just found on the web site.*

**Bob:** Hello, this is Tom from delivery services, I got a package for Greg Brown, but the address is smudged, can you tell me what room number he's in. Uh – huh, room 1164 - - Okay, thanks.

**Bob:** Boy that was easier than I thought. (*He writes the room number on the rejection letter as he hangs up the phone*)

#### Scene Two

*Bob walks into the lobby of the agency building. He is well dressed and is looking at the board in the lobby to direct him to the right floor and office. He's carrying a large briefcase.*

**Security Guard:** Hello Sir, May I help you?

**Bob:** Yes, Hi, I'm from Acme Ware. I'm here to do a software demo for Mr. Greg Brown in (*as he points to his case*) your personnel office. Let's see he's on the 11<sup>th</sup> floor? Correct!

**Security Guard:** Let me check. Yes, Mr. Greg Brown is in Room 1164 – when you enter the elevator and you exit, make a left please.

**Bob:** Thank you.

**Security Guard:** Welcome.

### Scene Three

*Bob arrives in front of the personnel office, looks at the room number (1164), goes in. He sees Susan the Secretary sitting at a desk near the entrance and says,*

**Bob:** Hi, I'm Bill Johnson, I have an appointment to see Mr. Brown.

*Susan flips frantically through Mr. Brown's calendar. She mumbles his appointments and looks up at Bob.*

**Susan:** I don't see you on Mr. Brown's calendar?

**Bob:** That's probably because I spoke with him directly earlier in the day. He said he would pencil me in. Probably just forgot to mark it on his calendar.

**Susan:** OK, have a seat, Mr. Brown is at a meeting. Probably be back in about 15 minutes. I have some errands to run and then I'm going to lunch.

*Susan leaves the room. Bob waits a few seconds, peeks out of the door to make sure she is gone. Bob goes over to Susan's desk. He notices a folder that says "Confidential" that is in clear view, and grabs it. He takes the folder and his briefcase with him as he enters Mr. Brown's office.*

### Scene Four

*Mr. Brown's office....*

**Bob:** Let's see if there's anything interesting in here. Aha, a laptop, not locked down – Hey, this could have some information I could use. *Bob quickly proceeds to put Mr. Brown's laptop in his case along with the confidential folder and quickly leaves.*

### Scene Five

*Lobby of the agency building, with Bob coming off the elevator.*

**Security Guard:** Have a nice day.

**Bob:** Thanks, you too.

<b>Scene Six</b>
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*Mr. Brown's office area, Susan is back from Lunch and Mr. Brown walks in....*

**Mr. Brown:** Hi Susan, back from lunch already?

**Susan:** Yeah - it's so nice out. I wish I could take the whole day off.

**Mr. Brown:** Yea, I know - - My son's soccer finals are this weekend. It's perfect weather.

**Susan:** By the way, I faxed those confidential forms that you asked me to fax.

**Mr. Brown:** Oh great! Hopefully they will get back with me. I'll check my email.  
*Mr. Brown goes into his office and immediately notices his laptop is missing.*

**Mr. Brown:** Hey, Susan, have you seen my laptop?

**Susan:** *(as she heads towards Mr. Brown's office)* It was right there on your desk when I left for lunch today.

**Mr. Brown:** Well it's not here now. Was there somebody in the office?!

**Susan:** Well - - Me.... Oh, and Bill Johnson was waiting to see you when I left for lunch.

**Mr. Brown:** Who's Bill Johnson?!

**Susan:** You made an appointment with him this morning?

**Mr. Brown:** I don't know any Bill Johnson!? Where's he from?

**Susan:** I don't know. You better call the Information Security Officer right now.

**Mr. Brown:** Alright. Hey, do you have a copy of that report that I need for our Human Resource Director?

**Susan:** No, I thought you were going to take care of it?

**Mr. Brown:** Oh no! It was on the laptop. I don't have a back up. I don't have a printed copy. It's due tomorrow and that was week's worth of work.

## Scene Seven

*At Bob's home showing him opening the confidential folder and looking at the files on Mr. Brown's laptop.*

**Bob:** Greg, Greg, Greg..... Let's see what you have been up to.... Huh, some disciplinary files, a very sensitive report to your manager. Stuff I can certainly use ... ha ha ha... thanks for being so careless.

### The Bullets

- Beware of possible intruders
- Know and practice your agency entry/exit policy
  - Ask for ID
  - Tag equipment
  - Track equipment being removed
  - Require proper authorization for removal of equipment
- Never leave visitors alone
- Protect confidential information
- Secure your laptop
- Protect all computer and laptop information
- Backup your files regularly
- Contact your ISO immediately
- We all must do our part
- Ask questions
- It's your responsibility

### Voiceover the slides:

How could something like this happen? There were several places where good security practices were not being followed.

- An intruder can easily obtain information that is publicly available and use it to pose as a person who has legitimate business with you.
- Agencies should have an entry and exit policy that addresses visitor access. The policy should be well known, practiced and should require:
  - √ That visitors be asked for and show identification
  - √ That all equipment be tagged
  - √ That tags be checked when equipment leaves the building and
  - √ That proper authorization be obtained for removal of equipment
- Remember, even standard PCs can easily be stolen if security procedures are not practiced!
- Use caution with visitors. They should not be allowed to roam the building or be left alone in work areas where they may gain unauthorized access to information or equipment.

- Don't leave confidential folders out in the open.
- Secure laptops in the office by using a locking device.
- Make password protection and encryption standard on laptops.
- Do regular backups of your laptop and PC, or store files on a local area network.
- Contact your Information Security Officer immediately when any breach of security or theft has occurred.
- We all must do our part to ensure good security. Follow procedures and don't be afraid to ask questions.
- Remember--- It's YOUR responsibility.